



Results Measures

Results measures are important for us in monitoring our success and adjusting our products and services. Those measures and outcomes are as follows:

Group Insurance – *FY 2008 information will be available after September 1, 2008.*

1. Per employee per month administrative fees are less than the established benchmarks.
 - *Benchmark:* \$35 per employee per month according to AT Kearney in 2005.
 - *State:* Wellmark's Charged Administrative fee for plan year 2008 is \$28.46 per employee per month.
 - *Administrative fee costs do not include disease management fees.*
2. Overall renewal will be under the 15% health insurance increase assumed by DOM.
 - *Benchmark:* \$319,075,648
 - *State:* \$315,606,417
 - *Difference:* \$ 3,469,231
 - *Estimates based on 2007 enrollment numbers; difference will likely be greater, once 2008 enrollment is known.*

Workers' Compensation – *FY 2008 information will be available after August 1, 2008.*

1. Reduction of open claims
 - *Benchmark:* FY 2005: 1,254
 - *State:* FY 2006: 1,201
 - *State:* FY 2007: 1,184
2. Reduction of new claims
 - *Benchmark:* FY 2005: 3,987
 - *State:* FY 2006: 4,260
 - *State:* FY 2007: 4,100
3. Reduction of litigated claims
 - *Benchmark:* FY 2005: 184
 - *State:* FY 2006: 155
 - *State:* FY 2007: 135
4. Reduction of lost days due to work injuries
 - *Benchmark:* FY 2005: 25,742
 - *State:* FY 2006: 23,099
 - *State:* FY 2007: 18,955

Deferred Compensation – *FY 2008 information will be available in July 2008.*

- **Benchmark:** Performance numbers over the long term.
Value-added and risk measurements: Alpha, Beta, Sharpe Ratio, Standard Deviation, R-Squared.
Qualitative factors, such as manager tenure, assets under management, and organizational stability.
- **State:** FY 2006: All funds were performing at or above benchmarks, except for one provided by AIG Valic.
This fund was replaced.
- **State:** FY 2007: *Information will be available in July 2008.*

Employment

1. Customers are satisfied with the quality of applicants and the administrative processes for hiring.
 - **Benchmark:** 90.00% are satisfied as measured by the hiring survey.
 - **State:** 93.44% are satisfied or highly satisfied.
 - *Information will be available quarterly. (Statistics will be updated in June 2008.)*
2. Salaries are competitive on an annualized and combined basis with the Central States Compensation Association, Central Iowa Compensation and Benefits Association, and Iowa Health System Annual Survey. *Information will be available on an annual basis in June of each year.*
 - **Benchmark:** Not more than 5% to 10% below minimum or actual average annual salary.
 - **State:** Exceeds the benchmark.
3. The composition of the state workforce will match the Iowa labor market.
 - **Benchmark:** 6.03% for minorities.
 - **State:** 5.61% minorities as of 2/21/08.
Increase from 5.19% to 5.42% FY 2007
Increase from 5.07% to 5.19% FY 2006
4. Persons with disabilities
 - **Benchmark:** 11.80%
 - **State:** 5.70% (2/21/08)

Program Delivery

1. *Benchmark:* 90% of DAS-HRE customers will rate Personnel Officer and Labor Relation Services as good or excellent.
Result: DAS-HRE is developing a survey specific to PO/LRT services. Projected implementation is July 2008. However, customers rate HRE customer service at 8.00 on of a 10-point scale.
The first six months of FY 2008 data will be available in February 2009.
2. *Benchmark:* Increase employee retention in the first two years of employment.
Result: Percent of voluntary separations has decreased. With FY 2002 as the base year, the following shows the percentage of new hires who have voluntarily separated from state employment during their first two years of employment. (The numbers have been adjusted since the original Business Plan was issued.)
 - 44% in FY 2004
 - 28% in FY 2005
 - 30% in FY 2006
 - 34% in FY 2007
 - *FY 2008 information will be available after December 1, 2008.*
3. *Benchmark:* Statewide percent of evaluations completed on an annual basis has increased:
Result:
 - 71% in FY 2002
 - 88% in FY 2006
 - 83% in FY 2007
 - *FY 2008 information will be available after December 1, 2008.*